

Recipients who move to supported living arrangements from group and foster homes will create vacancies for individuals who currently live in more restrictive settings or are on the wait list for residential services.

#### Outreach and Intake Process

Individuals who are served by the department's Developmental Services program may be considered for SL services as a result of a referral by the recipient or significant other to the recipient's case manager. If supported living is an authorized service on the recipient's habilitation plan, the intake process may proceed. Otherwise, the case manager must submit an addendum to the diagnostic and evaluation team requesting that authorization to purchase SL services be added to the habilitation plan. All persons served by Developmental Services will be considered for supported living at the time of their habilitation planning meeting.

Once SL service are authorized on the habilitation plan, the case manager will meet with the recipient to review the concept of supported living and determine the recipient's interest and desire to participate in the program. The case manager will inform the recipient of his/her responsibilities as an SL recipient and review the list of providers who are available in the area.

As part of the department's third year work agreement with the Developmental Disabilities Planning Council for the Supported Living Project, staff will develop a brochure on supported living services. This brochure will be used to inform members of the target group of the nature and availability of supported living and how to access these services.

No outreach activities beyond the target group will be conducted since the pool of potential SL recipients among persons already served by Developmental Services exceeds the number of openings in the SL program that would be available through CSLA funds.

#### **D. Description of CSLA Services**

For the purposes of this application, "Community Supported Living Arrangements" services means:

##### Supported Living (SL) Services

SL services include coaching services, personal assistance, and adaptive equipment and environmental modifications. SL coaching is a method of providing assistance to an adult with a developmental disability to enable him/her to carry out home management and community living activities necessary to live in his/her own home that is integrated in the community. Coaching is the provision of assistance with tasks, training of skills, or performance of activities with and on behalf of the recipient necessary to maintain an autonomous household and participate in community life to the fullest extent possible (the provision of assistance, training, and performance of activities are

collectively called support in the SL Model). Coaching includes the coordination of generic resources and informal supports provided by community members and the recipient's support team (see discussion of support team in application overview and appendix E; SL Model, pages 4-9 to 4-10). Coaching originates external to the home, but may be provided in the recipient's home or in a community setting. Coaching related to housing procurement may be provided for no more than 90 days before the recipient assumes residence in an eligible setting.

Coaching may be provided in any one of the following support areas: housing procurement, household maintenance/management, safety/emergency procedures, meal planning/preparation, shopping/consumer skills, clothing care, self-care/manners/sexuality, money management/banking, utilizing third party benefits, time management, recreation/leisure, mobility/travel skills, civic responsibilities, legal assistance/advocacy, interpersonal communication, facilitation of 1:1 relationships, support counseling, self-medication, 24-hour emergency assistance, individual-specific documentation, meetings with the individual present, and quality assurance activities. Definitions for each one of these areas and the forms for recording the time spent providing support in each area are found in appendix E; SL Model, chapter 5, attachment V. The SL Plan will identify the support areas in which coaching may be provided. Some supports may be provided at times prearranged by the recipient and coach. Other supports may be provided in direct response to a request from the recipient. The level of support provided shall be based on the needs of the recipient and may be adjusted in direct response to new or emergent needs.

Coaching services are provided by an SL coach who may work in a provider agency or may operate as an independent vendor. SL coaches must have four years of education and/or experience in the field of developmental disabilities and human services. They must meet all background screening requirements pursuant section 393.0655, Florida Statutes. Coaches should have a working knowledge of community resources with the ability to assist people in using them. They should be highly reliable, self-motivated, and self-directed. Coaches should be creative, flexible, and have the ability to recognize recipients as individuals. They should have a broad vision for each recipient's ability and potential.

Personal assistance may include hands on assistance to the recipient of SL services in activities of daily living. Areas in which assistance may be rendered include bathing, grooming, dressing, transferring, food preparation, eating, and routine household maintenance. This service will be provided when the recipient is not able to perform such tasks and when the service is more cost effective than if performed by the coach. Personal assistance will be limited to 4 hours or less per day.

Adaptive equipment and environmental modification will be a separately identified service provided to CSLA recipients. Individuals who have physical disabilities will be able to obtain minor environmental modifications which will facilitate their ability to live in the community. These modifications will enhance

recipients' mobility and accessibility to and within their homes. Adaptive Equipment and Environmental Modification will include ramps, grab rails in the bathroom, shower or kitchen, raised toilet seats, transfer devices or other minor physical modifications to the home to allow access. Each environmental modification will be limited to \$200.

Coaching, personal assistance, and adaptive equipment and environmental modification services are three aspects of a comprehensive supported living program which provides an array of services purchased or provided by the department's Developmental Services program. These services include cash subsidies; medical, dental, and therapeutic services; transportation; personal care; and adaptive equipment. Developmental Services also provides day treatment, vocational training, and supported employment services to recipients. Generic community resources and voluntary agencies are utilized as appropriate to each recipient's needs. There are no state operated programs, other than supported living, furnishing services similar to coaching to the target population.

#### Method of Payment

CSLA services for coaching and personal assistance will be reimbursed at a monthly rate. The days in the month will be pro-rated if the recipient joins or leaves the provider or program during the month. Adaptive equipment and environmental modification will be reimbursed on a per occasion basis not to exceed \$200 per item as prescribed on the supported living plan.

SL providers will keep accurate documentation of the services provided to each recipient including records of dates and times of contact with the recipient. Only support areas which are identified in the SL Plan may be billed to Medicaid. For adaptive equipment and environmental modifications, the provider must have clear and accurate documentation of all costs incurred in accomplishing the modification.

#### E. Waivers of Title XIX

If waivers of the requirements of Title XIX are requested, specify the section of the statute to be waived. For each statutory waiver requested, provide an explanation of the need for the waiver and the alternative policies or procedures that will be in place to assure protection of recipient rights and programmatic accountability. Such waivers include (circle all that apply):

- a. Section 1902(a)(1) of the Social Security Act (statewideness)
- b. Section 1902(a)(10)(B) of the Social Security Act (comparability of services).

The Social Security Act requires that the Medicaid State plan must provide that the services available to either the categorically or the covered medically needy group are equal in amount, duration and scope for all

recipients within the group. Florida is requesting waiver of this regulation to provide community supported living arrangement services to a limited number of Medicaid eligible recipients who are also eligible for community supported living coaching services. Eligibility under this program is restricted to recipients within the Medicaid categorical needy group who meet the criteria described in this application and the Supported Living Model (Appendix E.) A Waiver of the requirement stated in 42 CFR 440.240(b) will enable Florida to assure appropriate services are targeted effectively to the population most in need of community supported living services.

- c. section 1902(a)(23) (freedom of choice of providers)
- d. Section 1902(a)(32) (direct payment to providers)
- e. Other (specify)

**F. Assurances and Supporting Documentation**

Each State must provide the following specific assurances and supporting documentation. Failure to provide this information will affect the scoring of the application.

**1. Quality Assurances**

- a. The State of Florida assures that it will survey and certify compliance or noncompliance of providers of services (surveys to be unannounced and at least one a year).

The following is a description of State procedures for complying with this assurance:

Section F.1.a. of this application

- b. The State of Florida assures that it will adopt standards for survey and certification that include:

- 1) Minimum qualification and training requirements for provider staff.
- 2) Financial operating standards.
- 3) A consumer grievance process.

The following documentation is provided in support of this assurance:

- 1) A description of the minimum qualifications and training requirements for staff employed by each type of service provider (complete the chart contained in Appendix A);

- 2) A copy of the applicable financial operating standards for each provider (include as Appendix B);
- 3) A description of the consumer grievance process, including State procedures for investigating and resolving grievances (describe below) in a timely manner.

See Sections F.1.b.1 through F.1.b.3.

- c. The State of Florida assures that it will provide a system that allows for monitoring boards consisting of providers, family members, consumers and neighbors.

The following is a description of this system, including procedures for recruitment of board members; percentage of representation of providers, family members, consumers and neighbors; frequency of board meetings and specific authorities responsibilities of board members. Funding of staff positions in support of the board should also be described. If positions are voluntary this should also be indicated.

See Section F.1.c.

- d. The State of Florida assures that it will establish reporting procedures to make available information on the implementation of this provision to the public.

The following is a description of those reporting procedures.

See Section F.1.d.

- e. The State of Florida assures that it will provide ongoing monitoring of the health and well-being of each recipient of CSLA services.

The following is a description of the State's procedures for implementing this assurance including the qualifications of the individual(s) responsible for the monitoring; frequency of monitoring encounters; and the type of monitoring encounters (home visits; telephone contact; interviews with providers, family and neighbors (e.g. case-management may be used but is not required as a method of monitoring the health and well-being of the recipient). Documentation of the monitoring and any interventions is required as a result of the monitoring process.

See Section F.1.e.

**F.1.a. Survey and Certification of Providers**

Agencies or individuals interested in becoming providers of SL coaching services may apply for certification through the Developmental Services program office in the district where they

wish to provide services. The application will include a proposal which must address all of the items identified in the Supported Living Administrative Standards (see appendix E; SL Model, chapter 7, attachment I). The proposal must include the items that can be produced before the program becomes operational (e.g., articles of incorporation, table of organization, statement of mission and philosophy, assurances, etc.) and provide procedures and policies explaining how the remainder of the items will be operationalized once the program begins service (e.g., policies for serving as fiscal agent for program recipients, procedures for maintaining fiscal records, etc.). Applications will be submitted to the Developmental Services district program office for review and approval. As a result of this review, the applicant may be requested to revise the proposal before a provisional certification will be issued pending a survey of the program and representative residences of the recipients.

Within one year after the provider commences operation of the SL program and annually thereafter before the provider's certification expires, a designated Developmental Services district program office staff person will conduct an unannounced survey of the provider to review program operations to determine if individual monitoring board activities have been established for each client and that the provider continues to comply with the items in the application.

Survey reports will be completed within 21 working days after the survey. The provider will be sent a copy of the report within three days of its completion. If the provider is found to be in compliance with all standards and items covered in the application and there exist no unresolved issues resulting from the individual monitoring boards' activities, the district program office will issue a certification to provide SL services which will be valid for no more than one year. If the provider is out of compliance with any of the standards or any of the items covered in the application or there exist any unresolved issues resulting from the individual monitoring boards' activities, the provider will be required to develop a plan of corrective action which must be approved by the district program office before its implementation. Sixty calendar days after approval of the plan, the district program office staff person will revisit the provider to determine if the plan has been successfully implemented to bring the provider into compliance with the program requirements. If the provider is now found to be in compliance with all program requirements, a certification to provide SL services valid for no more than one year will be issued to the applicant. If the provider is still out of compliance with program requirements, administrative sanctions will be imposed and a new corrective action plan which restates the continuing deficits will be developed for implementation within 30 days. If the second corrective action plan is not fully implemented, the district developmental services program office will notify Medicaid to terminate the provider's enrollment effective on the 31st day after the second corrective action plan was implemented.

Certification will be required before any SL provider may become enrolled as a Medicaid provider or negotiate a contract with

the Developmental Services district program office to serve individuals not eligible for Medicaid reimbursement. Certification may be issued to for-profit or not-for-profit agencies and to individual vendors (separate administrative standards are provided in appendix E; SL Model, chapter 7, attachment I for agencies and for individual vendors). If certification is revoked, suspended, denied, or allowed to lapse, any contract with the Developmental Services district program office to serve non-Medicaid eligible individuals will become void and the Medicaid office will be instructed to remove the provider from its rolls. In anticipation of such situations, the district program office will maintain a list of individuals and agencies who are willing to temporarily increase the number of recipients served until a permanent source of support can be identified. The affected recipients will be able to remain in their own homes since providers will not be assuming the dual role of landlord and support provider.

Interpretive guidelines and survey instruments will be made available and training in surveying SL programs and homes will be initiated through the Supported Living Project so that the district program offices can carry out this survey and certification process. Entrance and exit interviews with the provider will be part of these surveys and providers will have an opportunity to give feedback to the district offices on the survey process.

**F.1.b.1. Minimum qualifications and training requirements for provider staff**

These standards are found in the *Supported Living (SL) Administrative Standards*:

For profit and not-for-profit agencies (numbered as they appear in the list of standards found in appendix E; SL Model, chapter 7, attachment I):

16. Evidence that the SL coaching staff have relevant education and experience equivalent to the qualifications of a Behavioral Program Specialist (see attached State of Florida Career Service Class Specification #5751), and that staff providing personal assistance services meet the qualifications of a Human Services Worker II (see attached State of Florida Career Service Class Specification #5709).
17. Job descriptions for the positions of program staff who provide SL services
18. In-service training schedule and documentation that it has occurred
19. Annual employee evaluations for SL program staff
20. Evidence that personnel meet applicable background screening requirements pursuant s. 393.0655, Florida Statutes
21. Evidence that SL program staff have received AIDS training equivalent to the educational course required for employees of



licensed residential facilities pursuant s. 381.043, Florida Statutes.

For individual vendors (numbered as they appear in the list of standards found in appendix E; SL Model, chapter 7, attachment I):

4. Evidence of relevant education and experience equivalent to the qualifications of a Behavioral Program Specialist (see appendix A; State of Florida Career Service Class Specification #5751)
5. Evidence of participation in continued education/training relevant to job description
6. Evidence of professional license as applicable
7. Evidence that vendors meet applicable background screening requirements pursuant s. 393.0655, Florida Statutes
8. Evidence that the vendor has received AIDS training equivalent to the educational course required for employees of licensed residential facilities pursuant s. 381.043, Florida Statutes.

In addition, the Developmental Disabilities Planning Council is funding the development of a training curriculum for SL coaches by Options, Inc. The curriculum will be completed by January 15, 1992 and field tested at a training conference in April, 1992. Afterward, the curriculum will be used by the department for the ongoing training of new SL coaches.

**F.1.b.2. Financial operating standards**

These standards are found in the *Supported Living (SL) Administrative Standards*:

For profit and not-for-profit agencies (numbered as they appear in the list of standards found in appendix E; SL Model, chapter 7, attachment I):

10. An annual financial audit reporting sound financial standing
11. Procedures for serving as fiscal agent to program recipients (i.e., serving as representative payee, co-signer on bank accounts, maintaining physical possession of bank books, or otherwise controlling the recipient's finances) which include:

(NOTE: The recipient should have a fiscal agent only in situations where it is the consensus of the support team and case manager that the recipient is in need of such services and this need is identified in the supported living plan. The provider may serve as fiscal agent of last resort only in situations where no family member, friend, significant other, or non-provider agency is willing and/or capable of serving as fiscal agent. The procedures identified below should be in place for use only in such situations.)



- a. The informed consent of the recipient, guardian, or guardian advocate (as applicable)
  - b. Consistency with the recipient's ability to manage his/her own money, as evidenced through documented skill assessments
  - c. Approval of the recipient's supported living team as being programmatically necessary
  - d. Funds to be placed in an account in the name of the program recipient and not co-mingled with any other recipients' funds, program funds, or agency accounts
  - e. Accurate records documenting the disposition of any recipient's funds under full control of program staff
  - f. Bank accounts and statements to be reconciled monthly and any discrepancies to be reported to the program supervisor
  - g. The recipient's case manager to review the bank book, bank statements, and any other personal financial records maintained by staff as part of the quarterly monitoring visit
12. Financial records which are maintained in accordance with a recognized system of accounting used to accurately reflect details of the business
22. Assurances that:
- a. The provider shall maintain financial records and documentation pertaining to service delivery and Medicaid claims for a period of five years after the provision of services which shall be available for review by authorized federal and departmental personnel.

For individual vendors (numbered as they appear in the list of standards found in appendix E; SL Model, chapter 7, attachment I):

12. Procedures for serving as fiscal agent to program recipients (i.e., serving as representative payee, co-signer on bank accounts, maintaining physical possession of bank books, or otherwise controlling the recipient's finances) which include:

(NOTE: The recipient should have a fiscal agent only in situations where it is the consensus of the support team and case manager that the recipient is in need of such services and this need is identified in the supported living plan. The provider may serve as fiscal agent of last resort only in situations where no family member, friend, significant other, or non-provider agency is willing and/or capable of serving as fiscal agent. The procedures identified below should be in place for use only in such situations.)

- a. The informed consent of the recipient, guardian, or guardian advocate (as applicable)
  - b. Consistency with the recipient's ability to manage his/her own money, as evidenced through documented skill assessments
  - c. Approval of the recipient's supported living team as being programmatically necessary
  - d. Funds to be placed in an account in the name of the program recipient and not co-mingled with any other recipients' funds, program funds, or agency accounts
  - e. Accurate records documenting the disposition of any recipient's funds under full control of program staff
  - f. Bank accounts and statements to be reconciled monthly and any discrepancies to be reported to the individual's case manager.
  - g. The recipient's case manager to review the bank book, bank statements, and any other personal financial records maintained by staff as part of the quarterly monitoring visit
13. Financial records which are maintained in accordance with a recognized system of accounting used to accurately reflect details of the business
14. Assurances that:
- a. The vendor shall maintain financial records and documentation pertaining to service delivery and Medicaid claims for a period of five years after the provision of services which shall be available for review by authorized federal and departmental personnel.

**F.1.b.3. A consumer grievance process**

These standards are found in the *Supported Living (SL) Administrative Standards*:

For profit and not-for-profit agencies (numbered as they appear in the list of standards found in appendix E; SL Model, chapter 7, attachment I):

23. An internal grievance procedure which:
- a. Specifies the procedures program recipients, guardians, or guardian advocates must follow when filing formal grievances
  - b. Includes staff with problem solving authority in the grievance procedure